



**Chester County IU #423 2174**

How Do I Connect With an Interpreter?



When a client calls into your organization and your representative does not speak the language of the caller, simply dial the number below and follow the prompts! Once this is successfully completed an interpreter will join you on the line.

**TRI PHONE NUMBER**

Please dial:

**855-886-2901**



**Please enter your 7 digit client ID number AND PIN:**

**Client ID:**

**#423 2174**

**Oxford Area School District PIN:**

**7698**



**Select the Language**

If verbally selecting the language please be clear and or use your mute option to eliminate background noise.

You can also use your telephone keypad to select your language . I.e. Spanish= 772 (SPA), French= 373 (FRE), Italian= 482 (ITA)

**24/7 Customer Service: 855-886-2909/ 480-598-4033**

## Tips for Effectively Using Your TRI Interpreter

- Over the phone interpreting is always consecutive. This means ONE person speaks at a time.
- Once the interpreter comes on the line, introduce yourself and brief the interpreter on what will need to be communicated to the person who has Limited English speaking Proficiency (LEP).
- Consider the interpreter as a human language link, facilitating communication between languages and cultures.
- Be prepared to hear accented English from some interpreters. Feel free to ask the interpreter to repeat a response.
- Allow the interpreter a few moments to introduce themselves to your customer.
- Understand that there may be some delay before the interpreter can elicit the information you need from the non-English speaker due to cultural differences, and/or a need on the part of the non-English speaker to establish trust.
- Be aware of linguistic differences. Different languages often require a different number of words.
- Expect occasional periods of what might appear as idle chatter between the interpreter and the non-English speaker as the communication bridge is built. Please be patient; the interpreter will get back to you but feel free to interrupt if you believe it appropriate.
- Request input from the interpreter as to what extraneous information the non-English speaker is conveying.
- The conversation should flow as if the interpreter isn't even there. Speak **DIRECTLY** to the LEP. Interpreters are required to interpret EVERYTHING that is said by you and the LEP. Speaking in the third person could create some confusion.
  - SAY: What is your name?
  - DON'T SAY: Interpreter, can you please ask him his name?
- In order to insure accuracy and retention of your words, please limit what you say to 2-3 sentences. The more you say without stopping, the lower the quality of the interpretation becomes. The interpreter may ask you to pause so they can interpret if you continue to speak for too long.
- Interpreters may need to ask for clarification from you or the LEP, they may also need to repeat things or ask for repetition. The interpreter is there to manage the communication and ensure that everyone understands each other.

